Commonwealth Coordinated Care
Medicare & Medicaid working together for you

CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION

- 45%
- 42%
- 13%
- 0.1%

- CURRENT ENROLLEES
- OPTOUT
- ELIGIBLE; NOT OPTED
- NO LONGER ELIGIBLE

Total Eligible Population as of 6/6/15 = 66,016
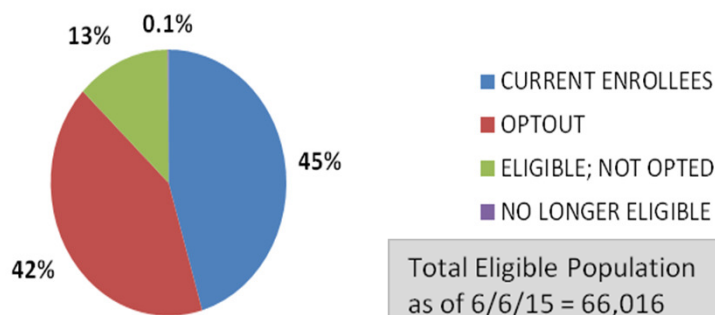
CURRENT ENROLLEES = All Active and Automatic Enrollments as of 6/06/15; **OPTOUT** = All potential enrollees that elected to not participate as of 6/06/15; **ELIGIBLE;NOT OPTED** = Potential enrollees that have not decided as of 6/06/15; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid eligibility, moved out of the demonstration area, or because they now participate in some other exempt program or are in an exempt facility.

Optin By Region and Type

- Central Virginia: 9,651
- Northern Virginia: 3,976
- Roanoke: 5,150
- Tide Water: 8,373
- Western/Charlottesville: 2,,820

- EDCD Waiver (10%)
- Nursing Facility (13%)
- Community Well (77%)

Total Optin's as of 6/06/15 = 29,970*

* Total Optin's includes prospective enrollment for July and August. As of June 6 there are a total of 4,880 prospective enrollments for those months .

Optout by Region and Type

- Central Virginia: 9,651
- Northern Virginia: 2,474
- Roanoke: 4,214
- Tide Water: 8,410
- Western/Charlottesville: 2,535

- EDCD Waiver (25%)
- Nursing Facility (14%)
- Community Well (61%)

Total Optout's as of 6/06/15 = 27,494
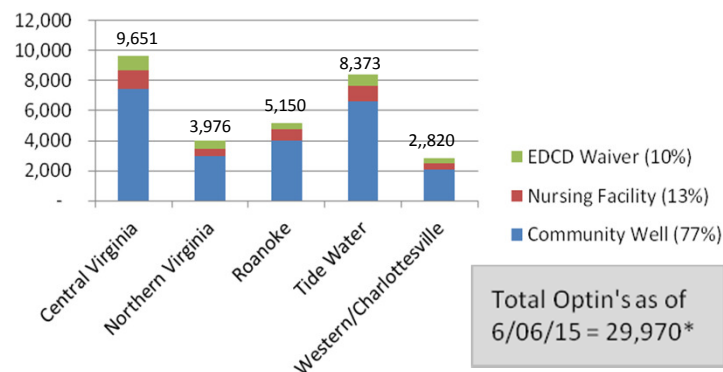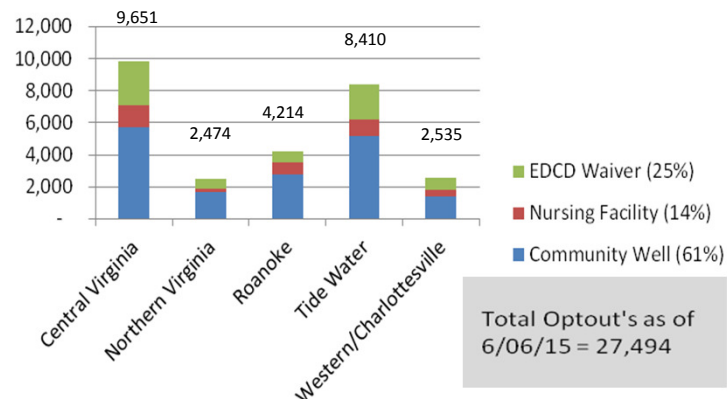
Commonwealth Coordinated Care
Monthly Enrollment Dashboard
Through 6/06/2015

CCC Enrollment By Plan and Region

	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,663	60	1,217	1,480	722	**6,142**
Anthem HealthKeepers	3,693	2,004	1,866	3,750	1,259	**12,572**
Humana	3,295	1,912	2,067	3,143	839	**11,256**
Total	**9,651**	**3,976**	**5,150**	**8,373**	**2,820**	**29,970**

Maximus Call Center Statistics for May 2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
5/2/2015	2,583	2,340	243	9.41%	6.8	104
5/9/2015	3,872	2,962	910	23.50%	6.4	189
5/16/2015	1,923	1,863	60	3.12%	6.3	52
5/23/2015	1,596	1,580	16	1.00%	6.4	84
5/1/2015	1,554	1,502	52	3.35%	6.0	61
Totals For Month	**11,528**	**10,247**	**1,281**	**8.08%**	**6.4**	**98**

Disenrollment and Optout's Reasons
05/04 - 05/29

CCC Enrollment Mailing

	30 Day Letter	60 Day Letter
Volume	4,627	1,181
Mailing Date	5/28/2015	5/27/2015
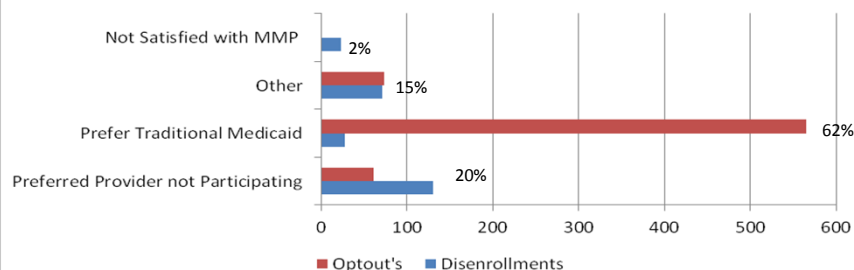
Other = No reason given; Don't like change; Don't like CCC benefits; Pharmacy benefit not included; Co-pay too high; Too Complicated. Each is less than 5% of total Disenrollment's and Optout's. **Optout's =** left prior to service begin date. **Disenrollment's =** left after service begin date.